

NCBD News

NCBD 2003 Update

The 2003 data submission deadlines are rapidly approaching. As a reminder, deadline and distribution dates for 2003 are as follows:

| 2003 Sponsor Reports | | | |
|----------------------|------------|----------|--------|
| | Commercial | Medicaid | SCHIP |
| Data file submission | Jul 1 | Aug 1 | Aug 1 |
| Report distribution | Sept 15 | Oct 15 | Nov 14 |

We strongly encourage sponsors to submit survey data prior to the deadlines if possible, because we process the data as soon as we receive it. ***As a reminder to those plans submitting to both NCQA and NCBD, NCBD calculates results from your raw data so NCBD data submission is not dependent on NCQA summary files.*** Any questions about data submission should be directed to Elizabeth Westin at 301-294-4442 or by e-mail at NCBD1@westat.com.

In addition to the sponsor reports, NCBD will release additional products according to the following schedule:

| NCBD 2003 Product Release Dates | |
|---------------------------------|---------|
| NCBD Chartbook | Sept 15 |
| NCBD Research Files | Dec 15 |

We look forward to your participation in NCBD 2003!

CAHPS 2.0 vs. 3.0

In 2003, the NCBD will accept both CAHPS 2.0 and CAHPS 3.0 survey data – a transition year as the CAHPS user community adopts the new 3.0 standard. This circumstance presents a unique challenge in producing sponsor reports and for creating the various national benchmark

results. Our primary goal is to maximize the usefulness of CAHPS survey data by including as much data as possible. To this end, the NCBD will combine survey data from the 2.0 and 3.0 submissions, where applicable.

CAHPS consortia members, as well as NCQA representatives, determined which CAHPS 2.0 survey items are comparable to the CAHPS 3.0 survey. Generally speaking, a majority of the items are comparable. However, several items that are not comparable affect three of the five CAHPS composite measures. None of the overall or global rating items have changed. The affected composite measures are: 1) Getting Needed Care, 2) Getting Care Quickly, and 3) Customer Service.

Under each composite below, we've listed the items that **do not** trend between CAHPS 2.0 and CAHPS 3.0:

Composite: Getting Needed Care

CAHPS 2.0: In the last (6, 12) months, how much of a problem, if any, was it to get a referral to a specialist that (you, your child) needed to see?

CAHPS 3.0: In the last (6, 12) months, how much of a problem, if any, was it to see a specialist that (you, your child) needed to see?

CAHPS 2.0: In the last (6, 12) months, how much of a problem, if any, was it to get the care (for your child) you or a doctor believed necessary?

CAHPS 3.0: In the last (6,12) months, how much of a problem, if any, was it to get the care, tests, or treatment (for your child) you or a doctor believed necessary?

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Sponsors should also note that the CAHPS team and NCQA differ on the comparability of the following item: In the last (6,12) months, how much of a problem, if any, were delays in health care while you waited for approval from (your, your child's) health plan? The CAHPS team considers this item comparable from 2.0 to 3.0 while NCQA does not.

Composite: Getting Care Quickly

CAHPS 2.0: In the last (6, 12) months, how often did (you, your child) get an appointment for regular or routine health care as soon as you wanted?

CAHPS 3.0: In the last (6, 12) months, not counting times (you, your child) needed health care right away, how often did (you, your child) get an appointment for health care as soon as you wanted?

CAHPS 2.0: In the last (6,12) months, how often did (you, your child) wait in the doctor's office or clinic more than 15 minutes past the appointment time to see the person (you, your child) went to see?

CAHPS 3.0: In the last (6, 12) months, how often were (you, your child) taken to the exam room within 15 minutes of (your, his or her) appointment?

Composite: Customer Service

CAHPS 2.0: In the last (6, 12) months, how much of a problem, if any, was it to find or understand information in the written materials?

CAHPS 3.0: [Qualifying question] In the last (6, 12) months, did you look for any information about how your health plan works in written material or on the Internet? In the last (6, 12) months, how much of a problem, if any, was it to find or understand this information

Combining the 2.0 and 3.0 survey data will result in a number of changes in this year's NCBD sponsor reports and in the research database files. For the affected composite measures noted above, data for all comparable items will be included in the calculations and in the presentation of results. The data from non-comparable items will be excluded. This condition applies to sponsor-, plan-, region-, product-type, and national-level results.

Sponsors submitting CAHPS 2.0 data are likely to see the most significant amount of change in their sponsor-specific reports. Item-level results for non-comparable items, for example, will be reported as "N/A". Results for all remaining items, however, will be displayed as in past reports and the data included in the calculation of the various benchmark distributions.

Sponsors should note that beginning in 2004, the NCBD will only accept CAHPS 3.0 submissions.

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Changes to 2003 Sponsor Reports

Based on feedback about past Sponsor Reports, we have made a few changes to the 2003 reports. This year's reports will include the following components:

- **Results at a Glance:** This section will include a brief introduction and the summary tables of results.
- **Results in Detail:** This section will include all of the detailed, sponsor-specific results.
- **Background and Methodology:** This section will include all of the descriptive information that applies to all reports including information about the CAHPS survey and methodology, and how the results are calculated.

We will also be providing each sponsor with a separate Excel file consisting of sponsor-specific results tables and bar charts, to enable sponsors to cut and paste selected results into their own report documents as needed.

Consistent with previous years, the reports will continue to be distributed through the NCBD web site.

New and Improved NCBD Web Site!

Just a reminder that the NCBD Web site has been redesigned to provide CAHPS users with up-to-date information about the NCBD, its products and services and current submission requirements. Sponsors are able to access and download submission information, forms and data specifications directly from the Web site. Please visit the site at <http://ncbd.cahps.org> to keep abreast of updates and new releases.